



**COUNTY OF SAN DIEGO**

Great Government Through the General Management System – Quality, Timeliness, Value  
**DEPARTMENT OF HUMAN RESOURCES**

**CLASS SPECIFICATION**

**CLASSIFIED**

**RESIDENTIAL CARE WORKER SUPERVISOR**

**Class No. 005091**

**■ CLASSIFICATION PURPOSE**

Under general direction, to plan, direct and coordinate program activities and supervise staff providing emergency shelter care and supervision to abused, abandoned and/or neglected children in protective custody in residential cottages at Polinsky Children's Center, the County's 24-hour emergency care facility; and to perform related work.

**■ DISTINGUISHING CHARACTERISTICS**

This is the first-line supervisor class in the Residential Care Worker class series. Positions in this class are found only in the Health and Human Services Agency Polinsky Children's Center. Incumbents supervise Residential Care Workers on multiple shifts in an assigned cottage or cottages, coordinate individualized assessment plans of children in residence with other members of a multi-disciplinary team, and oversee the activities of a cottage and its staff.

**■ ESSENTIAL AND NON-ESSENTIAL FUNCTIONS**

**The examples of essential functions listed in the class specification are representative but not necessarily exhaustive or descriptive of any one position in the class. Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.**

Essential Functions:

1. Plans, schedules, supervises, and coordinates the activities of Residential Care Workers, volunteers, and contract workers who are assigned 24-hour care and supervision of children in one or more cottages.
2. Assigns, reviews, and evaluates the work of subordinate staff; plans and/or conducts orientation programs for new employees and trains staff.
3. Plans and coordinates programs for cottages with Social Workers and other Residential Care Worker Supervisors to meet the needs of dependent children.
4. Reviews case histories of newly admitted children with social work staff to identify potential emotional, behavioral or disciplinary issues.
5. Assists in the development of daily living plans for children.
6. Intervenes and/or responds to critical incidents and emergency situations.
7. Assists in physical restraints and writes follow-up reports.
8. Assists in developing and implementing policies, procedures and techniques for facility operations, which includes applying the Polinsky Active Teaching Approach (PATA) for assessing and instructing children in behavior management, socialization and living skills.
9. Plans recreational activities and arranges for field trips or outings.
10. Ensures adequate supply of children's food, supplies, and clothing.
11. Arranges for special diets and equipment to accommodate children with specialized needs.
12. Arranges for children's appointments, medical needs, visitations, and passes.
13. Monitors and prepares budget expenditure requests.
14. Reviews and evaluates the accuracy and thoroughness of cottage logs and records, special incident reports, and other pertinent reports.

15. Provides consultation to staff on case problems.
16. Serves as liaison between cottage staff and other members of a multi-disciplinary team.
17. Investigates allegations of mistreatment of children or assaults of children against other children or staff.
18. Prepares statistical and narrative reports.
19. Provides responsive, high quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.

## ■ KNOWLEDGE, SKILLS AND ABILITIES

### Knowledge of:

- Principles and techniques of supervision and training.
- Basic dynamics of child development.
- Behavior patterns of disturbed children.
- State and County rules and regulations governing emergency child care facilities.
- Emergency procedures in residential care facilities.
- Principles and techniques of interviewing.
- Welfare and Institutions Code.
- Basic psychological, behavioral, sociological and cultural factors in dealing with dependent children.
- Principles of group dynamics, control and discipline.
- Methods and techniques of directing children's group activities, and individual and group counseling.
- Meals and special diets.
- Arts and crafts appropriate for varied age groups.
- Principles of public relations.
- Illnesses common to infants and children.
- First aid techniques.
- Emotional responses to separation and grief.
- County customer service objectives and strategies.
- The General Management System (GMS) in principle and in practice.

### Skills and Abilities to:

- Assign, review and evaluate the work of subordinate staff.
- Train staff in the application of the Polinsky Active Teaching Approach (PATA) and other related techniques and procedures.
- Plan, organize, and direct the activities of a living unit or units in a 24-hour emergency shelter care facility that provides dependent children with care, supervision and treatment.
- Provide emotional support and understanding to children experiencing separation anxiety.
- Assess and respond effectively to emotional changes in children, emergency situations, and/or critical incidents.
- Work effectively with other members of a multi-disciplinary team.
- Prepare clear, concise, and accurate reports.
- Establish and maintain a rapport with the children.
- Communicate effectively orally and in writing.
- Establish effective working relationships with management, employees, employee representatives and the public representing diverse cultures and backgrounds.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

## ■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Examples of qualifying education/experience are:

Two (2) years of experience providing supervision and care to children in a 24-hour residential facility or licensed day care, or licensed after school program, one (1) year of which must have been working in an emergency shelter care facility performing journey-level Residential Care Worker responsibilities; AND, completion of twelve (12) units of college level courses in Behavioral Science or Child Development Theory which includes Behavior Management Techniques and Child Psychology.

**Note:** Courses in Abnormal Psychology and Group Process are highly desirable. A bachelor's degree in a behavioral science may be substituted for one year of experience.

## ■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification. Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Maintain physical condition appropriate to the performance of assigned duties and responsibilities, which may include the following: Constant standing. Frequent: repetitive use of hand. Occasional: walking, standing, bending neck and waist, squatting, climbing, kneeling, twisting neck and waist, simple grasping of left and right hand, power grasping right and left hand, fine manipulation right and left hand, pushing and pulling, reaching above and below shoulder level. Lifting objects weighing up to 75 pounds from below the waist to a height of 3 feet. Restrain minor up to 18 years of age.

## ■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

### License

None required.

### Certification/Registration

None required.

**Note:** Incumbents are required to complete a Preventing and Responding to Assaultive Behavior (PRAB) training course within the first 12 months of employment.

### Working Conditions

Works with children ages 0 to 18 in an institutional setting; required to work a variety of shifts including days, nights, weekends and holidays; may experience occasional verbal abuse and threats of physical violence from residents and possible exposure to communicable diseases.

### Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

### Probationary Period

Incumbents appointed to permanent positions in this class shall serve a probationary period of 12 months (Civil Service Rule 4.2.5).

**New: May 26, 1995**  
**Revised: August 14, 2001**  
**Revised: May 21, 2004**